

CONNECTED



February 2007

Responses to Customer Satisfaction Survey Will Help Marietta Power and Water Build Their Reputation for Excellence

According to a recent Residential Customer Satisfaction Survey, Marietta Power and Water customers appreciate the high-quality service provided by their hometown utilities.

Marietta Power and Water management believe that the survey results and suggestions offered by customers will help Marietta Power and Water improve their performance even more.

Four hundred residential and 329 commercial customers participated in the survey, with 89 percent expressing their satisfaction with the overall quality of the service they received from Marietta Power and Water. In addition, 93 percent of the participants expressed their satisfaction with Marietta's ability to provide reliable service to customers. The same percentage of participants said the city's utilities are easy to do business with and expressed satisfaction with the overall customer-relations skills of utility employees.

Marietta Power and Water communication efforts got good reviews as well. In all, 86 percent of survey participants expressed appreciation for efforts to provide customers with money-saving advice on ways to lower utility bills. Thirty-eight percent of survey participants read every issue of *Connected*, and another 40 percent said they read it periodically.

"We greatly appreciate the input we received from Marietta Power and Water customers in response to this survey," said Barry Echols, Marketing Director. "Their opinions and suggestions will help us a great deal in our efforts to continue providing our customers with the best possible service."

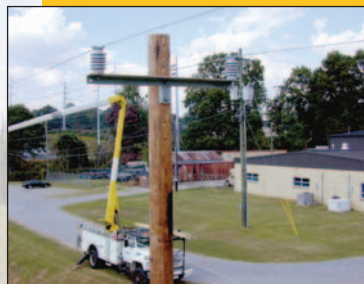
If you have any suggestions or comments to help Marietta Power and Water improve service, please call (770) 794-5102. ⚡

In addition, 93 percent of the participants expressed their satisfaction with Marietta's ability to provide reliable service to customers.

COMING SOON TO A PARK NEAR YOU!

While there won't be cowboys or steers, there will be spurs and ropes at a national rodeo at Marietta's Laurel Park this spring. On Saturday, April 14 the American Public Power Association (APPA) will hold its annual 2007 Lineworkers' Rodeo at the park — the first time the event has been held in Georgia.

Co-hosting the Rodeo are Marietta Power and Water and the Municipal Authority of Georgia (MEAG). More than 300 participants, representing 75 teams from local utilities across the country, are expected to compete in the Rodeo that was established in 2001 by APPA to promote the awareness and importance of on-the-job safety for electrical lineworkers.



continued

www.mariettapower.com

COMING SOON TO A PARK NEAR YOU!

continued

The competition will be held in the large, grassy area at the park where more than 135 poles are being placed now in preparation for the event. The rodeo is held in conjunction with the national APPA Engineering and Operations Conference being held in Atlanta beginning that weekend.

Chuck Ward, the electrical director for Marietta Power and Water, says, "We are very pleased to be hosting this important event in Marietta. Marietta Power has been an integral part of the Rodeo since its inception, and we are proud to be having everyone come to Marietta this year. With the cooperation of MEAG, we expect this year's event to be the best ever."

The Rodeo will feature competition among both journey lineworkers (more than four years' experience) and apprentices (fewer than four years experience) in such categories as Dead and Grounded Cross Arm Changeout, 12kV Layout Arm Insulator Changeout, 12kV OCR Changeout, 4kV Dead End Pole Transfer and Hurtman Rescue, Obstacle Course and Rope Toss.

Events are judged based on safety, work practices, neatness, ability, equipment handling, and timely event completion. All safety rules established by the Occupational Safety and Health Association (OSHA) are observed during the events.

Off-site parking has been arranged for attendees; so, although Laurel Park will be both crowded and exciting that day, the rest of the park will be open as usual, and the event and other park amenities will be open to the public. 🌟



CALENDAR OF EVENTS

March 10

"A Passion For Fashion"

Marietta Gone With the Wind Museum
11:30 a.m. to 1 p.m. \$30 admission
Fashion show and luncheon presented
by Coldwater Creek
Call (770) 794-5576 for information.

March 11 through April 22

All The King's Men By Robert Penn

Theatre in the Square Mainstage
Tuesday through Saturday 8 p.m.;
Sunday 2:30 p.m. and 7 p.m.; No 7
p.m. show on April 22. Some
Wednesday 2:30 p.m. matinees
available. \$18 to \$33 admission.
Call (770) 422-8369 or visit www.theatreinthesquare.com for information.

March 16

Encore Series: The Letterman

Jennie T. Anderson Theatre
8 p.m.
adults \$25; seniors and students \$20
From their first hit in 1961, "The Way

You Look Tonight," through current
hits of today, the sound is undeniably
Letterman.
Call (770) 528-8490 for information.

March 20

Day Camp Registration Begins

Marietta City Hall
7:30 a.m. to 6 p.m.
Laurel Day Camp is made up of the
Thumbkidds, ages 6 to 8 and Laurel
Starz, ages 9 to 12. The program
is an outdoor day camp setting.
Call (770) 794-5601 for information.

March 24

Easter Egg Hunt

Laurel Park
11 a.m. Free
There will be lots of candy and
prizes for all! The hunt area is divid-
ed into age groups. Visit with the
Easter Bunny after the hunt! Great
photo opportunities! Sponsored by
Marietta Parks, Recreation &
Facilities with assistance from the

Southern Tech Sigma Nu Fraternity.
Call (770) 794-5601 for information.

April 27

Glover Park Evening Concert Series

Glover Park, Marietta Square
8 p.m. Free
The place to be in Marietta the last
Friday evening of each month April
through August. The park is the per-
fect setting for families and friends
to enjoy and listen to music under
the stars.
Call (770) 794-5601 for information.

April 29

Taste Of Marietta

Historic Marietta Square
11 a.m. to 7 p.m. Free
Come enjoy lots of food, fun, enter-
tainment and family activities. With
over 40 restaurants selling their tasti-
est tastes, you are sure to leave with
a full stomach!
Call (770) 426-1115 for information.

For a complete list of City of Marietta events please visit
www.mariettaga.gov and click on Calendar of Events.

Get city news by e-mail

Subscribe to the City of Marietta's E-News mailing list to receive the latest city news, events,
job openings and emergency updates by e-mail. Log on to www.mariettaga.gov to subscribe.